



Unity Health Plans Insurance Corporation
Community Network
 840 Carolina Street
 Sauk City, WI 53583
 (800) 362-3310 FAX (608) 643-2564
 www.unityhealth.com



Type of Plan.....Health Maintenance Organization
 Total Number of Members80,928
 Years of Operating Experience.....20
 Total Number of Primary Care Physicians (PCPs).....305
 Percentage of PCPs Accepting New Patients..... 92.6%
 Percentage of Board Certified Specialty Care Physicians 80.5%
 Number of Urgent Care Facilities.....21
 Number of Dentists No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements

When you require specialty care, your PCP will refer you to a Unity Health Insurance specialist. A written referral is required by Unity prior to receiving services from a specialist. You can be referred to any participating specialist within the network. Covered benefits for chiropractic care, behavioral health care, dental care (except TMJ/TMD), one annual routine eye exam, and routine OB/GYN care do not require a written referral request from your PCP, but you must use a participating network specialist.

Medicare Claims Procedure

Most Unity providers accept Medicare assignment. When using these providers, you do not need to submit anything to Unity. In those few cases when a provider does not accept assignment, we will notify you and the provider if a copy of your Explanation of Medicare Benefits (EOMB) is needed.

On-Line Services

It is easy and convenient to find the information you need to fully understand your health insurance plan at www.unityhealth.com. The home page offers several navigational options for you.

- If you are interested in finding a PCP, looking up a specialist or checking to see if a particular hospital is participating, the “provider look-up” icon is available directly from the home page. Be sure to select State or Local Employee.
- Information about preventive care, Unity’s asthma and diabetes programs, Fitness First, Health First, Wellness First, smoking cessation and other health topics can be found by clicking on the “HealthyU!” icon.
- A scrolling feature also provides important information about new programs, community events Unity is participating in, and many other topics of importance.

Click on the “member” icon for direct access to information you need to know as a Unity member.

- The member Guide, a “primer” on managed care, provides information you need to use all of the services of your health plan.
- In the Member Self Help section you can change your PCP, notify us of your address change, and request replacement or additional ID cards.
- Materials may also be requested.

Select the “Plans and Services” icon and under State/Local Employee plan you will even find a link to the Wisconsin Department of Employee Trust Funds.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Your behavioral health care will be managed by APS Healthcare, Inc. Unity contracts with APS Healthcare, Inc. for their expertise as a managed behavioral health care organization and their wide selection of behavioral health providers. You must call APS Healthcare, Inc. at 1-800-989-2792 for prior authorization. Staff is available 24 hours/day, seven days/week for behavioral health emergency assistance or to provide participating practitioner names. A referral from your PCP is not required.
24-Hour Nurse Line	Not Available
PCP Restrictions	Each family member may select a different PCP within the Community Network. Changes to your PCP may be made by contacting Unity and your payroll office. When we receive your change request by the 20 th day of the month, it will be effective the first day of the following month.
Dental Benefits If Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<ul style="list-style-type: none"> Continue to maintain excellent customer service. We answer calls in less than 20 seconds, have less than a 2% abandoned call rate and pay 100% of non-investigated claims in 30 days or less with 99.5% or better financial accuracy. Unity has developed and continues to develop Hispanic member materials to address cultural diversity. Continue to provide current health management programs in dyslipidemia, preventive care, immunizations, breast and cervical cancer screening, smoking cessation, post-partum checkups, and influenza vaccines with post-partum motivational techniques being added this year. Continue to offer current voluntary disease management programs in diabetes and asthma with initiation of new program in hypertension.

Counties in Service Area	Hospitals in County	Major Providers in County
Adams	Adams County Memorial Hospital	To find out if your physician is a participating provider, please visit our web site at www.unityhealth.com or call Unity Customer Service at 1-800-362-3310 to request a 2004 State of Wisconsin Provider Directory and Member Information Book.
Columbia	Columbus Community Hospital	
	Divine Savior Healthcare Inc.	
Crawford	Prairie du Chien Memorial Hospital	
Dodge	Beaver Dam Community Hospital	
	Watertown Memorial Hospital	
	Waupun Memorial Hospital	
Grant	Boscobel Area Health Care	
	Grant Regional Health Center	
	Southwest Health Center	
Green	The Monroe Clinic Hospital	
Iowa	Upland Hills Health	
Jefferson	Fort Atkinson Memorial Health Services	
Juneau	Hess Memorial Hospital	
Marquette		
Richland	Richland Hospital	
Sauk	Sauk Prairie Memorial Hospital	
	Reedsburg Area Medical Center	
Vernon	Vernon Memorial Hospital	
	St. Joseph's Community Health Services, Inc.	